



swisscom

Universal Service Terms and Conditions of Offer

Swisscom Line basic wireless/sat

Swisscom Line plus wireless/sat

Swisscom Internet basic wireless/sat

1. General

Swisscom is unable to provide its basic products Swisscom Line basic, Swisscom Line plus and Swisscom Internet basic via its standard technology at every location. In such cases, Swisscom will check whether provision via mobile or satellite telephony is possible. The decision about which of these alternative technologies is applicable rests with Swisscom. These Terms and Conditions of offer of Swisscom (Switzerland) Ltd (hereinafter Swisscom) govern the circumstances under which Swisscom will provide the specified basic products via mobile (Swisscom Line basic wireless, Swisscom Line plus wireless, Swisscom Internet basic wireless, collectively referred to as “basic products via wireless”) or satellite telephony (Swisscom Line basic sat, Swisscom Line Plus sat, Swisscom Internet basic sat, referred to as “basic products via sat”).

These Terms and Conditions of Offer supplement the “General Terms and Conditions for Services of Swisscom (Switzerland) Ltd” (“GTCs”) and the Special Conditions for the fixed network and Internet. In the event of inconsistencies, these terms and conditions shall prevail.

2. Swisscom services

2.1 General

Unless otherwise specified below, the services and prices of a basic product via wireless or sat shall be equivalent to the respective basic product.

For technical reasons, the mobile phone network and transmission via satellite antenna may not offer the same quality of service as the fixed telephone network. Losses in quality as a result of local and/or temporal and/or weather-related propagation variability in coverage are unavoidable.

2.2 Additional provisions for basic products via wireless

- Roaming and other mobile functions are not available.
- Swisscom reserves the right to curtail or restrict the service and/or take other appropriate steps if it can prove that usage considerably exceeds normal levels, or if there are indications that the SIM

card is being used for special applications (e.g. surveillance and machine-to-machine connections).

- Use of the basic product via wireless is permitted only at the location named in the contract.

2.3 Additional provisions for basic products via sat

- For a connection via satellite with Swisscom Internet basic, download speeds are restricted to 3 Mbit/s and upload speeds to 300 kbit/s.
- An FUP (fair usage policy) ensures that the transmission capacity available on the satellite is distributed equitably to all users. FUP is disabled from 10 pm to 8 am.

FUP takes into account a user’s transmitted data volume (downloads and uploads, excluding data traffic caused by telephony) over a 4-week period. The volume of data transmitted by a user is calculated continuously for the current time frame. If a customer consumes more than 16 GB, their bandwidth will be restricted to download speeds of 400 kbit/s and upload speeds of 200 kbit/s. The restriction is applicable until the data volume in the time frame under consideration falls within permissible limits once again.

3. Customer’s Obligations

The infrastructure provided (e.g. external antennae, modems) must be used only for receiving the basic product via wireless or sat.

It is the customer’s responsibility to acquire compatible devices (telephones for example).

4. Installation, power supply

4.1 Installation

Swisscom will arrange for one of its partners to install the equipment (receiver, modem and router) at its own expense.

In-house installation (of remote telephones etc.) is the customer’s responsibility.

4.2 Power supply



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The customer shall bear the costs for setting up, operating and maintaining the power supply required to receive the product. The customer is responsible for providing a suitable power supply to ensure the smooth running of the telephone system.

4.3 Installation and device ownership

The installations required to receive the basic product via wireless or sat (including antennae and modems) shall remain the property of Swisscom.

Routers and telephones are the customer's property.

5. Minimum service period and cancellation

5.1 Minimum service period

The product is subject to the same minimum service period as for the equivalent Swisscom Line basic or Swisscom Internet basic product.

5.2 Switch to a standard basic product

As soon as a customer is able to obtain a standard broadband connection from Swisscom, either party may demand a switch from the basic product via wireless or sat to the equivalent basic product. In this case, the existing minimum service period will be transferred to the new product.

6. Amendments and termination

Amendments to the services specified in these terms and conditions of offer or the termination thereof are subject to the General Terms and Conditions for Services of Swisscom (Switzerland) Ltd and Special Conditions.

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